

STATE OF ILLINOIS
DEPARTMENT OF INNOVATION AND TECHNOLOGY
INFORMATION TECHNOLOGY HOSTING SERVICES

Report Required Under
Government Auditing Standards

FOR THE PERIOD
JULY 1, 2020 – JUNE 30, 2021

**STATE OF ILLINOIS
DEPARTMENT OF INNOVATION AND TECHNOLOGY
INFORMATION TECHNOLOGY HOSTING SERVICES**

For the Year Ended June 30, 2021

TABLE OF CONTENTS

Department Officials	1
Summary.....	3
Independent Service Auditor’s Report on Internal Control Over Reporting and on Compliance and Other Matters Based on an Examination Of A Service Organization Performed in Accordance with <i>Government Auditing Standards</i>	4
Schedule of Findings	7
Prior Year Findings Not Repeated	10

**STATE OF ILLINOIS
DEPARTMENT OF INNOVATION AND TECHNOLOGY
INFORMATION TECHNOLOGY HOSTING SERVICES**

For the Year Ended June 30, 2021

DEPARTMENT OFFICIALS

Acting Secretary (9/5/20 - Present)	Jennifer Ricker
Secretary (7/1/20 - 9/4/20)	Ron Guerrier
Assistant Secretary (3/16/21 - Present)	Vacant
Acting Assistant Secretary (7/1/20 - 3/15/21)	Jennifer Ricker
Chief Internal Auditor (2/16/21 - Present)	John Valtierra
Chief Internal Auditor (9/29/20 - 2/15/21)	Vacant
Chief Internal Auditor (7/1/20 - 9/28/20)	Doug Tinch
Affirmative Action/Equal Employment Opportunity Officer	Vickie Simpson
Chief Administrative Officer (4/1/21 - Present)	Nina Harris
Chief Administrative Officer (7/1/20 - 3/31/21)	Vacant
Chief Service Officer	Vacant
Chief of Staff	Jenifer Johnson
ERP Program Director (3/10/21 - Present)	Tara Kessler
ERP Program Director (2/12/21 - 3/9/21)	Vacant
ERP Program Director (7/1/20 - 2/11/21)	Gregg Easterly
Chief Data Officer (4/16/21 - Present)	Dessa Gypalo
Acting Chief Data Officer (10/16/20 - 4/15/21)	Adam Ford
Chief Data Officer (7/1/20 - 10/15/20)	Tamara Roust
Chief Enterprise Architect	Brad Long
Chief Information Security Officer	Adam Ford
Chief Technology Officer	Lori Sorenson
Group Chief Information Officers	
Family, Children, Elderly & Veterans	Stan Hoover

**STATE OF ILLINOIS
DEPARTMENT OF INNOVATION AND TECHNOLOGY
INFORMATION TECHNOLOGY HOSTING SERVICES**

For the Year Ended June 30, 2021

DEPARTMENT OFFICIALS (continued)

Government & Public Employee	Gloria Lasley
Business & Workforce	Sunil Thomas
Natural & Cultural Resources	Troy Horton
Public Safety (3/1/21 - Present)	Vacant
Public Safety (7/1/20 - 2/28/21)	Marc Sullivan
Education	Mary Reynolds
Transportation (7/1/20 - Present)	Vacant

The Department's main office is located at:

120 West Jefferson Street
Springfield, Illinois 62702

**STATE OF ILLINOIS
DEPARTMENT OF INNOVATION AND TECHNOLOGY
GOVERNMENT AUDITING STANDARDS REPORT**

Government Auditing Report Summary

The examination of the “Description of the State of Illinois, Information Technology Hosting Services” (System and Organization Control Report) was performed by the Office of the Auditor General in accordance with *Government Auditing Standards*.

Based on their examination, the Service Auditors expressed a modified opinion on the Department’s “Description of the State of Illinois, Information Technology Hosting Services”. The System and Organization Control Report was issued under separate cover dated August 4, 2021.

Summary of Findings

The Service Auditors identified a matter involving the Department’s internal control over the “Description of the State of Illinois, Information Technology Hosting Services” that they consider to be a material weakness.

<u>Item No.</u>	<u>Page</u>	<u>Last/First Reported</u>	<u>Description</u>	<u>Finding Type</u>
CURRENT FINDINGS				
2021-001	7	New*	Controls Did Not Operate Effectively	Material Weakness

*This is the first examination of the “Description of the State of Illinois, Information Technology Hosting Services”.

Exit Conference

This report was discussed with Department personnel at an exit conference on July 30, 2021. Attending were:

Representing the Department of Innovation and Technology

Ms. Jennifer Ricker, Acting Secretary
Ms. Jenifer Johnson, Chief of Staff
Mr. Matthew Runyen, Legal
Ms. Nina Harris, Chief Administrative Officer
Mr. John Valtierra, Chief Internal Auditor
Ms. Judy Zhu, Internal Auditor/Audit Liaison

Representing the Office of the Auditor General

Ms. Kathy Lovejoy, Principal of IS Audits
Ms. Miranda Karger, Audit Manager

The responses to the recommendations were provided by Judy Zhu, Audit Liaison on August 4, 2021.

Springfield Office:
Iles Park Plaza
740 East Ash – 62703-3154
Phone: 217/782-6046
Fax: 217/785-8222 TTY (888) 261-2887



Chicago Office:
State of Illinois Building – Suite S900
160 North LaSalle – 60601-3103
Phone: 312/814-4000
Fax: 312/814-4006

Office of the Auditor General
Frank J. Mautino

**INDEPENDENT SERVICE AUDITOR’S REPORT ON INTERNAL CONTROL
OVER REPORTING AND ON COMPLIANCE AND OTHER MATTERS BASED
ON AN EXAMINATION OF A SERVICE ORGANIZATION PERFORMED
IN ACCORDANCE WITH GOVERNMENT AUDITING STANDARDS**

Honorable Frank J. Mautino
Auditor General
State of Illinois

We have examined, in accordance with the attestation standards established by the American Institute of Certified Public Accountants and the standards applicable to attestation engagements contained in *Government Auditing Standards* issued by the Comptroller General of the United States, the State of Illinois, Department of Innovation and Technology’s “Description of the State of Illinois, Information Technology Hosting Services” (description) for the Information Technology hosting services throughout the period from July 1, 2020, through June 30, 2021, and have issued our report thereon under separate cover dated August 4, 2021.

Internal Control over Reporting

Management of the State of Illinois, Department of Innovation and Technology is responsible for establishing and maintaining effective internal control over (1) fairly presenting the State of Illinois, Department of Innovation and Technology’s “Description of the State of Illinois, Information Technology Hosting Services” throughout the period from July 1, 2020, through June 30, 2021, and (2) establishing and maintaining effective internal control over the suitable design and operating effectiveness of the controls related to the control objectives within the State of Illinois, Department of Innovation and Technology’s “Description of the State of Illinois, Information Technology Hosting Services” throughout the period from July 1, 2020, through June 30, 2021 (internal control over reporting).

In planning and performing our examination, we considered the State of Illinois, Department of Innovation and Technology’s internal control over reporting to determine the examination procedures that are appropriate in the circumstances for the purpose of expressing our opinion on the State of Illinois, Department of Innovation and Technology’s “Description of the State of Illinois, Information Technology Hosting Services” throughout the period from July 1, 2020, through June 30, 2021, but not for the purpose of expressing an opinion on the effectiveness of the State of Illinois, Department of Innovation and Technology’s internal control over reporting.

Accordingly, we do not express an opinion on the effectiveness of the State of Illinois, Department of Innovation and Technology’s internal control over reporting.

A deficiency in internal control over reporting exists when the design or operation of a control does not allow management or employees, in the normal course of performing their assigned functions, to prevent, or detect and correct, misstatements on a timely basis. *A material weakness in internal control over reporting* is a deficiency, or a combination of deficiencies, in internal control such that there is a reasonable possibility that a material misstatement of the Department’s description will not be prevented, or detected and corrected, on a timely basis. *A significant deficiency in internal control over reporting* is a deficiency, or a combination of deficiencies, in internal control that is less severe than a material weakness, yet important enough to merit attention by those charged with governance.

Our consideration of internal control over reporting was for the limited purpose described in the first paragraph of this section and was not designed to identify all deficiencies in internal control over reporting that might be material weaknesses or significant deficiencies and, therefore, material weaknesses or significant deficiencies may exist that were not identified. We did identify certain deficiencies in internal control, described in the accompanying schedule of findings as item 2021-001, that we consider to be a material weakness.

Compliance and Other Matters

As part of obtaining reasonable assurance about whether the State of Illinois, Department of Innovation and Technology’s “Description of the State of Illinois, Information Technology Hosting Services” throughout the period from July 1, 2020, through June 30, 2021, is fairly presented and the controls related to the control objectives in the State of Illinois, Department of Innovation and Technology’s “Description of the State of Illinois, Information Technology Hosting Services” throughout the period from July 1, 2020, through June 30, 2021, were suitably designed and operating effectively, we performed tests of its compliance with certain provisions of laws, regulations, contracts, and grant agreements, noncompliance with which could have a direct and material effect on the State of Illinois, Department of Innovation and Technology’s “Description of the State of Illinois, Information Technology Hosting Services” throughout the period from July 1, 2020, through June 30, 2021. However, providing an opinion on compliance with those provisions was not an objective of our examination and, accordingly, we do not express such an opinion. The results of our tests disclosed no instances of noncompliance or other matters that are required to be reported under *Government Auditing Standards*.

State of Illinois, Department of Innovation and Technology’s Response to Finding

The State of Illinois, Department of Innovation and Technology’s response to the internal control finding identified in our examination is described in the accompanying schedule of findings. The State of Illinois, Department of Innovation and Technology’s response was not subjected to the procedures applied in the examination and, accordingly, we express no opinion on the response.

Purpose of this Report

The purpose of this report is solely to describe the scope of our testing of internal control over reporting and compliance and the results of that testing, and not to provide an opinion on the effectiveness of the State of Illinois, Department of Innovation and Technology's internal control over reporting or on compliance. This report is an integral part of an examination performed in accordance with *Government Auditing Standards* in considering the State of Illinois, Department of Innovation and Technology's internal control and compliance. Accordingly, this communication is not suitable for any other purpose.

SIGNED ORIGINAL ON FILE

Jane Clark, CPA
Director of Financial and Compliance Audits

Springfield, Illinois
August 4, 2021

SIGNED ORIGINAL ON FILE

Mary Kathryn Lovejoy, CPA, CISA
Principal of IS Audits

STATE OF ILLINOIS
DEPARTMENT OF INNOVATION AND TECHNOLOGY
CURRENT FINDINGS - *GOVERNMENT AUDITING STANDARDS*
For the Year Ended June 30, 2021

2021-001 **Finding** Controls Did Not Operate Effectively

The Department of Innovation and Technology (Department) did not ensure its controls over the Information Technology Hosting Services operated effectively. The controls related to the control objectives are stated in the “Description of the State of Illinois, Information Technology Hosting Services” (description), provided by the Department.

Population Problems

As part of our testing to determine if the controls were operating effectively, we requested the Department to provide a population of modifications to employees’ and contractors’ access to the Department’s resources. However, the Department was unable to provide a population. As a result of the Department’s inability to provide the population, we were unable to conduct testing to determine if the controls related to logical access to applications, data, and the environment were restricted to authorized and appropriate users.

Additionally, we requested the Department provide a population of modified security software IDs during the examination period. However, the Department was unable to provide a population. As a result of the Department’s inability to provide the population, we were unable to conduct testing to determine if the controls related to logical access to applications, data, and the environment were restricted to authorized and appropriate users.

Due to these conditions, we were unable to conclude the Department’s populations were sufficiently precise and detailed under the Attestation Standards promulgated by the American Institute of Certified Public Accountants (AT-C § 320.30) to test the operating effectiveness of the control.

Controls Not Operating Effectively

Furthermore, during our testing of the controls related to the control objectives stated in the description of system, we noted specific controls which did not operate effectively. Specifically, we noted:

Human Resources

- Employee evaluations were not completed within the defined timeline.
- Employees and contractors did not complete or completed late the Ethics Training Program and the Security Awareness Training.

Policies and Procedures

- The Department did not have a policy or procedure documenting the frequency in which policies and procedures published on its website were to be reviewed.

Subservice Providers

- Subservice providers' contracts did not contain the requirement for the subservice provider to contact the Department in the event of a security incident or breach.
- System and Organization Control (SOC) reports were not received from all subservice providers.

Risk

- Agencies' risk assessments were not always conducted.
- Vulnerability scans were not communicated to all Group Chief Information Officers and Agency Chief Information Officers.
- Upon notification of the closure of medium and high priority threats, Executive Summaries were not sent to the Chief Information Security Officer or the Deputy Chief Information Security Officer.
- An agency was not notified of a medium threat in order to determine the impact to users.

Logical Access Provisioning and De-Provisioning

- The Department did not have a policy documenting the required timeframe for revocation of logical access upon termination.
- The Department did not conduct the Security Software Annual Reconciliation.
- New security software accounts were not approved by the Agency Technology Service Requestor.
- New security software accounts did not have an approved Remedy ticket or Mainframe Access Request Form.
- The Department could not provide documentation demonstrating separated individuals' access rights were terminated.
- Terminated employees did not have a Remedy Service Request completed.

Physical Access Provisioning and De-Provisioning

- The Department was unable to provide documentation demonstrating the timely termination of individuals' access to the Department's resources.
- New employee and contractor access requests were not properly completed.
- Individuals were provided inappropriate access to Department facilities.

Change Management

- The Remedy on Demand User Guide contradicted the Change Management Guide requirements for required approvals.
- Changes did not always have test plans, backout plans, or implementation plans.
- Changes were not approved by the Change Advisory Committee, Enterprise Change Manager, or Group Manager.
- Changes classified as 'No Impact' were not reviewed monthly.
- Emergency changes did not always have a Post Implementation Review conducted.

Network

- Systems were not up-to-date with the latest anti-virus software.

- Operating system patches were not tested or did not have documentation of testing prior to being pushed to the general populations.
- A Network Administrator did not require administrative rights to the environment.
- Device configurations were not backed up for the period of April 15 to April 23, 2021.

The Fiscal Control and Internal Auditing Act (30 ILCS 10/3001) requires the Department to establish and maintain a system, or systems, of internal fiscal and administrative controls to provide assurance that resources and funds applicable to operations are properly recorded and accounted for to permit the preparation of accounts and reliable financial and statistical reports and to maintain accountability over the State's resources. Further, the State Records Act (5 ILCS 160/8) requires the Department to make and reserve records containing adequate and proper documentation of the functions, policies, decisions, procedures, and actions of the Department in order to protect the legal and financial rights of the State.

Department management indicated the errors were due to oversight and lack of resources.

Failure to ensure controls operated effectively to provide reasonable assurance the control objectives stated in the description were achieved resulted in a modified opinion on the Department's System and Organization Control Report related to the Information Technology Hosting Services. (Finding Code No. 2021-001)

Recommendation

We recommend the Department ensure its controls operate effectively over the services provided to user entities.

Department Response

The Department agrees with the finding. The Department will continue to update internal procedures to ensure the effectiveness of the controls.

**STATE OF ILLINOIS
DEPARTMENT OF INNOVATION AND TECHNOLOGY
PRIOR YEAR FINDINGS NOT REPEATED
For the Year Ended June 30, 2021**

No prior year findings were reported.